



# **Vibrant Disaster Behavioral Health Symposium**

**The Power of Community and Connection in Disaster  
Behavioral Health**

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# Learning Objectives



Identify potential challenges in responding to mass violence



Locate tangible resources to support mass violence response



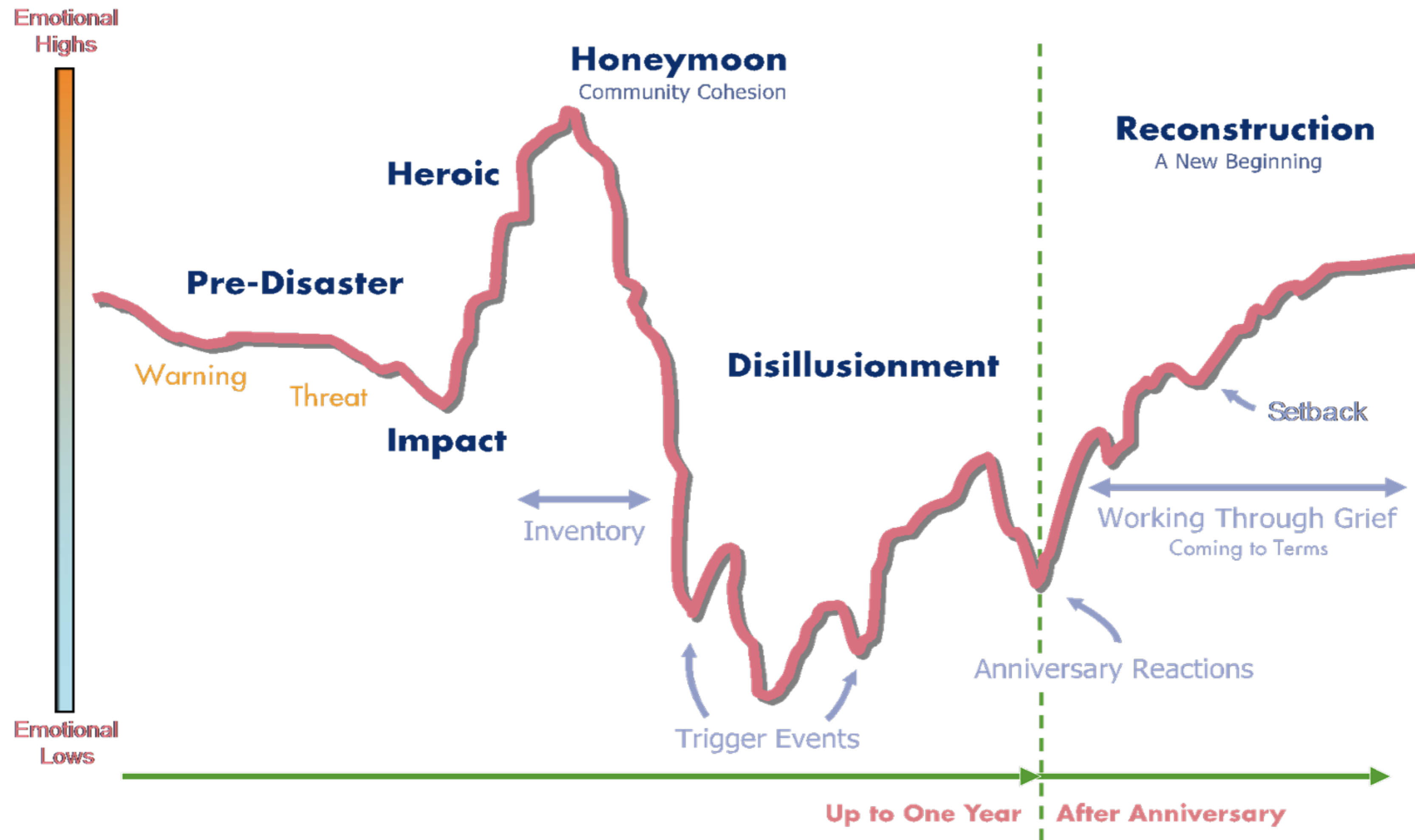
Locate resources to enhance and increase knowledge about mass violence and mass violence response

# Trauma's Impact



- The **three defining characteristics of a traumatic event** (or situation) are that it was:
  - Unpredictable
  - Overwhelming
  - Created Powerlessness

# Typical Phases of an Incident: Individual and Community



# Context





# Everyone and their dog shows up...



# Response Challenges



- Self-deployment
- Legal Action
- Death Notification
- Donation Management
- Fraud
- Directed Donations
- Transportation  
(i.e., Remains, Property, Family)
- Response Maintenance
- Multiple Victimizations



# Response Challenges (continued)



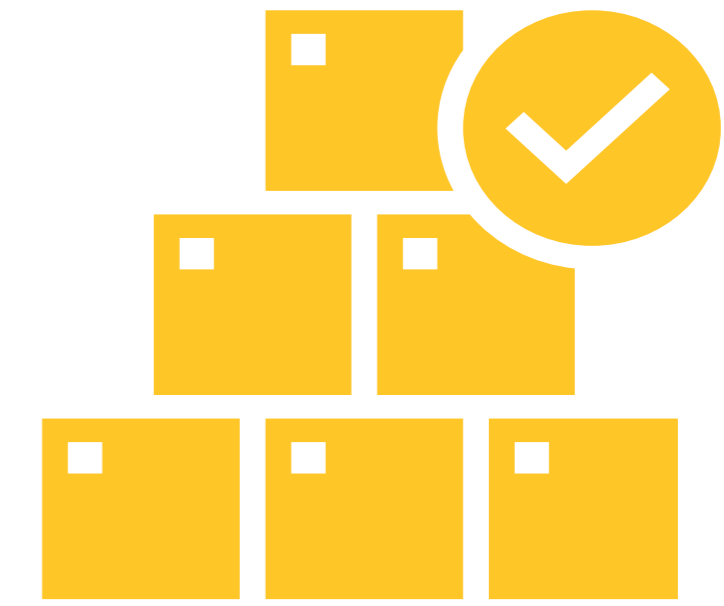
- **Timely Information and Updates**

- Victims and Family Members
- Media and Social Media



- **Volunteer Management**

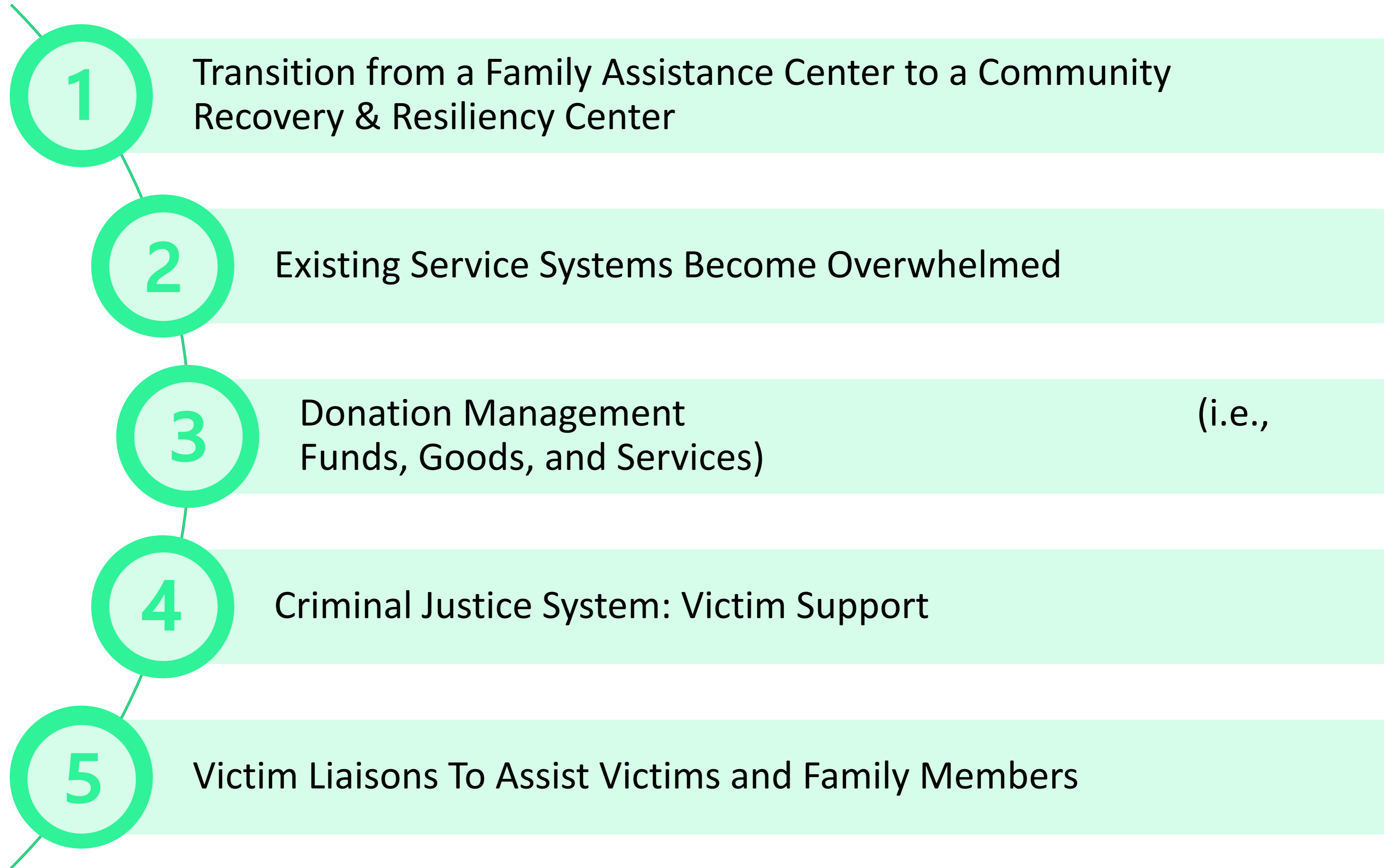
- Spontaneous Volunteers
- Community Desire To Help and Support



- **Donation Management**

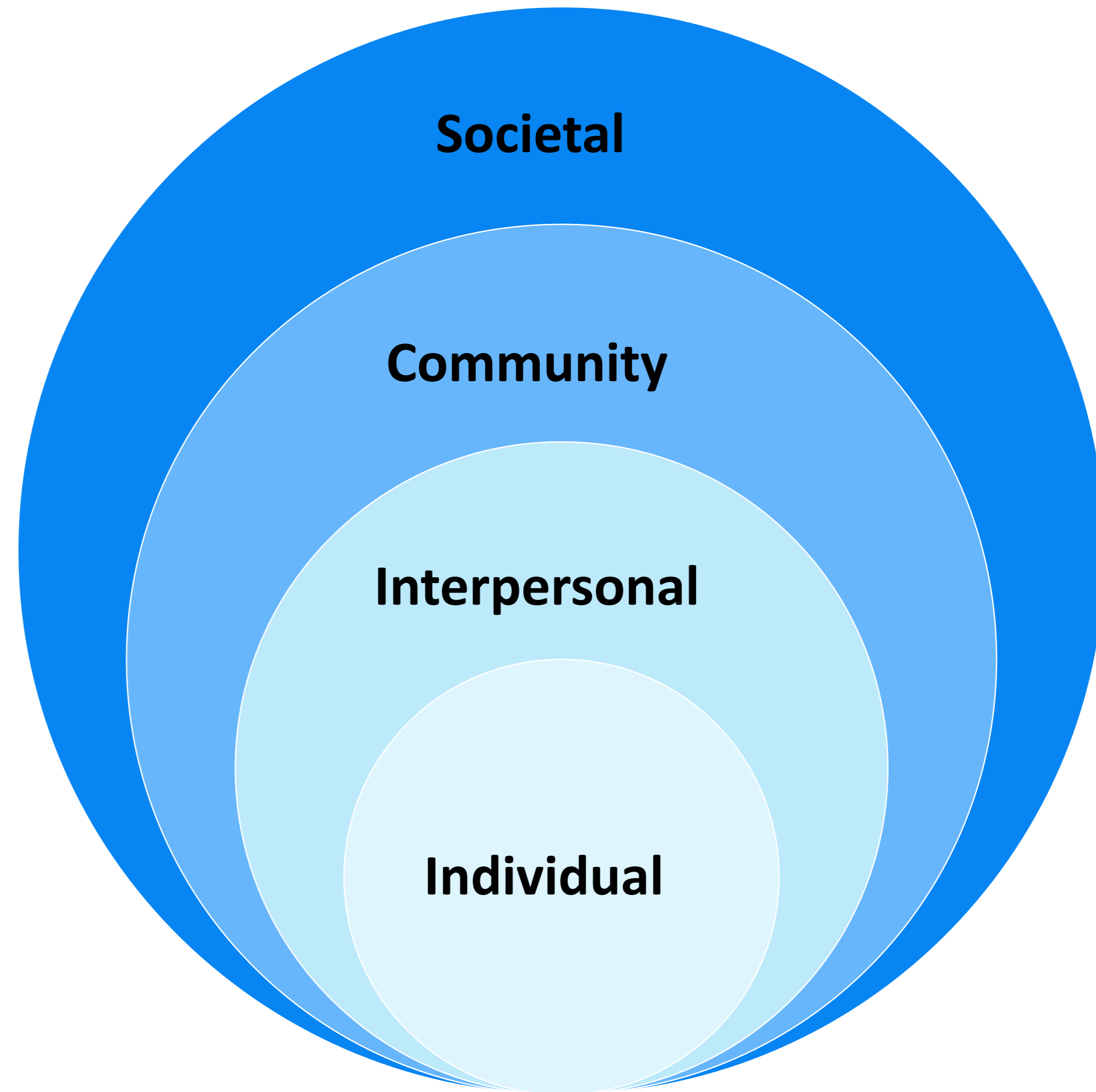
- Monetary
- Goods and Services

# Longer Term Recovery Challenges

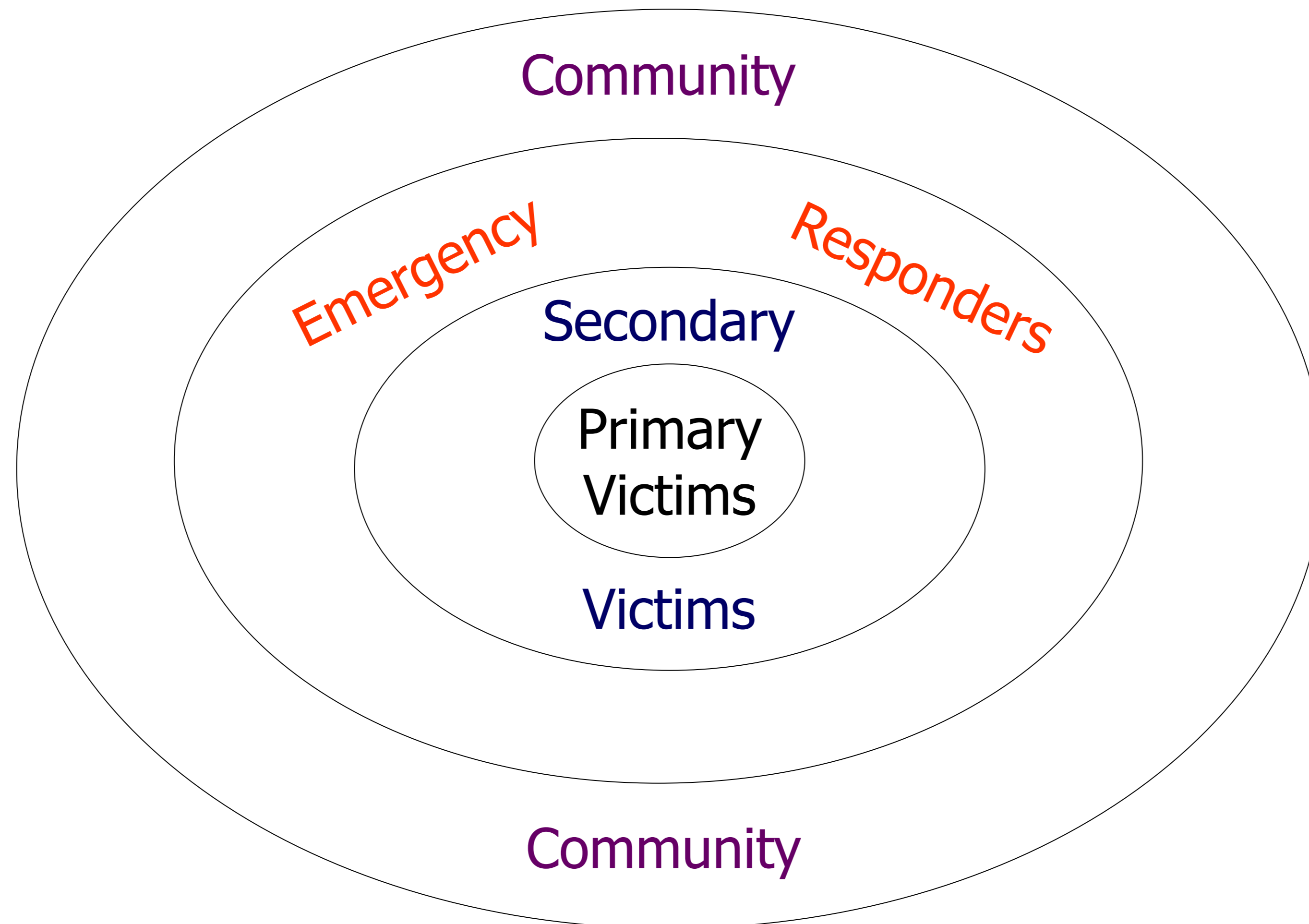


# Experiencing Trauma

(Socio-Ecological Model)



# Concentric Rings of Trauma



# What's the Good News?



## People Recover

- There are established resources and expertise



Not everyone experiences clinical “Posttraumatic Stress Disorder” (PTSD)



Important not to pathologize normal reactions to an abnormal event

# Intervention Tips



Assistance **MUST** be practical



Cut down on exposure to distractions



Be clear, (slightly more) directive, and repetitive



Never promise anything you cannot control

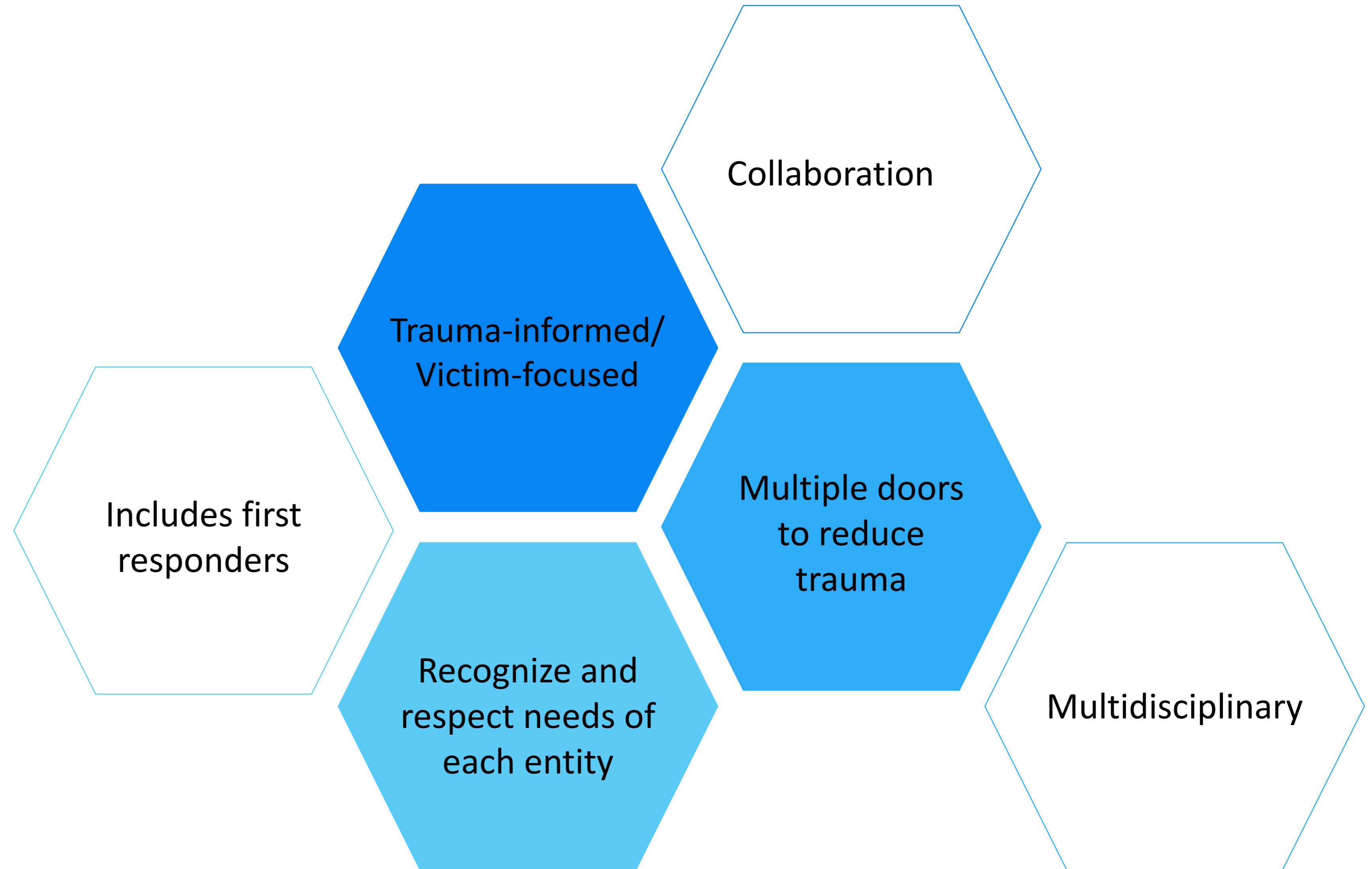


Avoid judging the behavior of others



Do not take anger personally (de-center yourself)

# Community- Based Response to Mass Tragedy



# Assistance During and After an Incident

Notification/Information Center

Family/Community Assistance Center

Community Resiliency Center

Hospitality Center (trial)



# OVC TTAC Mass Violence Resources and Support

AEAP Consultant  
Support

OVC Mass Violence  
Toolkit

Training and  
Technical Assistance  
Pre- and Post-  
Incident

Mass Violence Toolkit  
Web Training Series

OVC TTAC Mass  
Violence Web Page



## Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours – Part 1

Date: September 13, 2018

Length: 1.5 hours

### Summary:

The first session introduces tips for building and maintaining partnerships before a mass violence incident occurs, effective collaboration strategies to implement when planning for and responding to mass violence incidents, steps to execute a response plan, challenges with issuing death notifications, and factors to consider when setting up a Family Assistance Center.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 5.4 MB)



## Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Overview

Date: June 28, 2016

Length: 1.5 hours

### Summary:

This session provides an overview of how civic, government, and business sectors can use OVC's [Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit](#) to develop a comprehensive victim assistance plan to respond to incidents of mass violence and terrorism. Lessons learned from past incidents indicate that with advanced planning (including establishing victim assistance protocols), and developing and maintaining multidisciplinary partnerships, communities are better prepared to engage a holistic approach to victim assistance to ensure that each victim's needs are met.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 2.85 MB)



## Are You Prepared? The Role of Victim Assistance Providers in Preparing and Responding to Incidents of Mass Violence

Date: September 29, 2021

Length: 1.25 hours

### Summary:

Mass violence incidents require preparation and coordination across a wide range of organizations and stakeholders. As a victim assistance provider, you may be expected to respond and support victims in extraordinary circumstances. Some of these activities may be very similar to the work you do every day, but there will be differences, and your role may expand to providing leadership and support to more nontraditional critical activities. How can you and other victim service providers in your community be best prepared to be part of an effective response? What existing trainings and activities used by other agencies and emergency management planners would be most helpful for your preparation? This session covers proactive strategies for connecting with local resources and identifying resources that can help prepare victim assistance practitioners for their role in mass violence incident response and recovery.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 387 KB)



## Developing a Co-Response to a Mass Violence Incident During a Community Crisis

Date: September 16, 2020

Length: 1.25 hours

### Summary:

What does a community do when one day they experience a mass shooting and the next day the same community is hit with a devastating tornado? Preparing a comprehensive response to incidents of mass violence or terrorism includes planning for the possibility that an incident could occur when another community crisis is taking place, such as a natural disaster or health response. While all communities have natural disaster response plans and some are prepared for incidents of mass violence and terrorism, we seldom consider that a co-response (responding to two incidents at the same time) may be necessary. This session discusses some of the points of consideration when creating a co-response plan, including suggestions and challenges.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 591 KB)



## Addressing the Impact of Trauma When a Mass Violence Incident Occurs

Date: July 26, 2017

Length: 1 hour

### Summary:

Incidents of mass violence and terrorism present unique challenges to the communities in which they occur. These incidents require a coordinated, cross-sector approach among federal, state, local, and tribal governments; private entities; and nonprofit organizations to drive an effective response. This session will address how to create and maintain partnerships, address resource gaps, develop victim assistance protocols, and use the protocols after an incident of mass violence or terrorism.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 1.05 MB)



## Helping Victims of Mass Violence and Terrorism: Volunteer Management

Date: August 10, 2020

Length: 1.5 hours

### Summary:

This session provides an indepth look at the Volunteer Management victim assistance protocol. Volunteers play a key role in our communities in the aftermath of crises, disasters, emergencies, and incidents of mass violence. Many government, nongovernmental, nonprofit, faith-based, and philanthropic agencies and organizations rely on volunteers to supplement their existing staff to increase their capacity to respond. Engaging volunteers in the response to a mass violence incident will enhance your ability to serve the needs of victims, survivors, and the community.

Volunteer Management is included in the Notification protocol, one of 13 victim assistance protocols in OVC's [Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit](#).

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 1.48 MB)



## What Really Is the Best Mental Health Approach to Victims of Mass Violence?

Date: September 18, 2019

Length: 1.25 hours

### Summary:

The negative psychological effects of surviving a mass violence incident are second only to injury and death, and these types of incidents usually have a slower recovery trajectory. Everyone who is exposed is in some way touched by what happened and may not understand their reactions. The good news is that most distress reactions are quite common and dissipate over time with good social supports and coping skills. This webinar provides psychoeducational information to assist victims and survivors in understanding their reactions and how to best cope with them. It also helps providers to understand how powerful this information is in decreasing anxiety and fear of the development of mental illness.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 395 KB)



## Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond – Part 2

Date: October 19, 2018

Length: 1.5 hours

### Summary:

The second session builds on the details that were discussed in "Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours – Part 1." This session provides an overview of the transition from short-term to long-term assistance; how to execute productive outreach plans; understanding immediate/acute, intermediate/transitional, and long-term needs of survivors; how to honor victims and survivors; and how to get involved in exercise planning.

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 3.98 MB)



## Helping Victims of Mass Violence and Terrorism: Death Notifications

Date: January 21, 2020

Length: 1.5 hours

### Summary:

This session provides an indepth look at the Notification victim assistance protocol. While the delivery of death notifications in a single homicide or in mass violence incidents are similar, there are also some unique aspects of mass fatalities that should be considered. This session looks at the factors related to delivering mass violence death notifications, the dynamics of death notification teams, training needs and how to integrate a trauma-informed approach.

Death Notification is included in the Notification protocol, one of 13 victim assistance protocols in OVC's [Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit](#).

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 2.32 MB)



## Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Donation Management

Date: September 14, 2016

Length: 1.5 hours

### Summary:

This session provides an overview of the complex process of managing donations. The process includes organizing, storing, and disbursing the funds, goods, and services received in response to incidents of mass violence or terrorism. Lessons learned from previous incidents consistently underscore that response and recovery efforts are more effective when there is a planned and comprehensive donation management strategy in place that focuses on both the immediate and longer term needs of victims, survivors, and the affected community.

Donation Management is one of 13 victim assistance protocols in OVC's [Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit](#).

### Materials:

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 1.96 MB)



### Helping Victims of Mass Violence and Terrorism: How To Design and Implement a Hospitality Center

Date: March 8, 2022      Length: 1.5 hours

**Summary:**

The OVC TTAC *Helping Victims of Mass Violence and Terrorism: Planning, Response, Recovery, and Resources Toolkit* web training series continues with an indepth look at establishing a Hospitality Center. A Hospitality Center, also known as a safe haven, provides a secure environment where victims and survivors can find supportive services during the trial following a mass violence incident.

**Materials:**

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 7.4 MB)



### Helping Victims of Mass Violence and Terrorism: How To Design and Implement a Community Resiliency Center

Date: June 28, 2021      Length: 1.5 hours

**Summary:**

This session provides an indepth look at establishing a Community Resiliency Center. A Community Resiliency Center offers service navigation, case management and behavioral health support to victims and survivors of a mass violence incident.

**Materials:**

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 2.5 MB)



### Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Communications

Date: October 30, 2017      Length: 1.5 hours

**Summary:**

This session provides an overview of the importance of communication in responding to incidents of mass violence and terrorism. Communication itself is an intervention tool, so it is important to consider how you are sharing information. When information is shared effectively it decreases anxiety and can provide those who are affected with a sense of being supported. When victims and the public know where to get more information, they are likely to be less anxious. Timely, accurate, and thoughtful information decreases opportunities for speculation and rumor and can help victims understand what has and is occurring, allowing them to begin to process the event and start the recovery process. Lessons learned from previous incidents consistently underscore that all response and recovery efforts are more effective when there is a planned and comprehensive communications management strategy that focuses on communication among all responders, with victims and survivors, and with the community during the response and recovery phases.

Communications is one of 13 victim assistance protocols in OVC's [Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit](#).

**Materials:**

- [Listen/View Webinar](#)
- [View PowerPoint](#) (PDF 2.14 MB)

### Death Notifications: Best Practices

This 11-minute [video](#) provides general best practices for law enforcement professionals to keep in mind when providing death notifications to survivors. To learn more about providing death notifications following a mass violence incident, please review the "[Helping Victims of Mass Violence and Terrorism: Death Notifications](#)" webinar.

# Other Vetted Resources



- FBI Victim Advocates: Victim Services Response Team
  - Provides victim advocacy and financial support after federal mass casualty crimes
- National Compassion Fund
  - Assists with donation management in the wake of mass violence
- National Mass Violence Resource Center
  - Self-help resources/webinars

# Improving Community Mass Violence Response Planning TTA Project

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## To augment existing emergency response plans

Ensure care for victims, families, and first responders after incidents of criminal mass violence and domestic terrorism

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Local, state, regional, and tribal jurisdictions across the country, including Washington, D.C., and U.S. territories

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Individualized training and technical assistance for selected communities

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Assigned consultants

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Incorporation into existing exercise structure and calendar

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# The Vicarious Trauma Toolkit

- Launched in 2017
- Pilot sites and multidisciplinary collaboration
- Provides a process to support increased organizational vicarious trauma responses
- Developed for a range of first responder disciplines

Victim Services



EMS



Fire Services



Law Enforcement



# ICPTTA Website

- ▶ [www.icptta.com](http://www.icptta.com)
- ▶ Program information
- ▶ Application
- ▶ Trainings
- ▶ Resources
  - ▶ Ongoing process
- ▶ Consultant Bios
  
- ▶ To be added when complete –  
Mass Violence Annex from each TTA site